

The Town of Brookline is pleased to be participating in the National Citizen Survey™(NCS). The NCS provides a “statistically valid survey of resident opinions about community services provided by local government”. The NCS created a survey including eight areas of focus: Community quality; environmental sustainability; community inclusiveness; community design; recreation and wellness; civic engagement; public safety and public trust.

Beginning November 22, 2013, questionnaires will be sent to 1200 randomly selected households, asking for feedback on the quality and usefulness of Town services. All responses and data collected are anonymous. The results will be included in a final report due to the Town in mid-February, 2014.

National Citizen Survey™ customized for the Town of Brookline was developed in cooperation with Town Officials and Department Heads. With over 500 jurisdictions having completed the survey, the NCS provides the ability for comparison of Brookline to benchmarks of similar municipalities locally and nationally.

“We hope to obtain valuable information from the public as to their opinion of the quality of life and key services within the Town of Brookline” said Town Administrator Mel Kleckner. “We expect to also use this information as a baseline to measure our progress over time via future surveys.”

The National Citizen Survey™ is sponsored by the International City/County Management Association in cooperation with the National Research Center, Inc. The questionnaire and survey procedure were designed based on the experience of hundreds of local governments all sizes.

[2014 Citizen Survey Results \(PDF\)](#)